



U.S. Small Business  
Administration

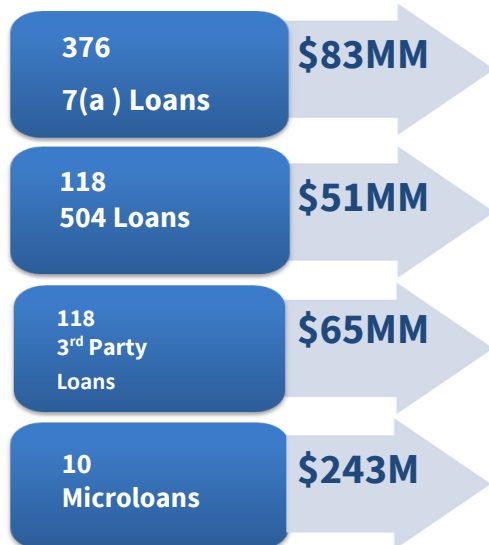
## New Hampshire District Office 2020 Annual Report

### Powering the American Dream

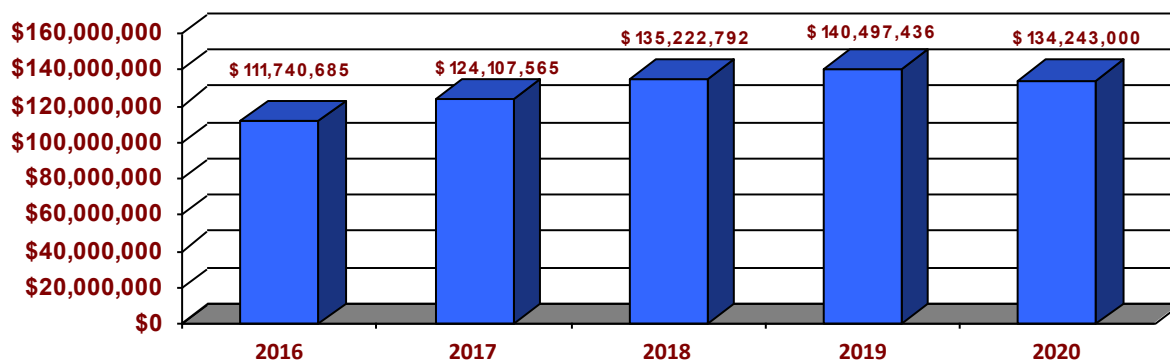


This year has been monumental for the SBA and our partners with programs like the Paycheck Protection Program (PPP), our Economic Injury Disaster Loan (EIDL) program and subsidized payments for borrowers which have been instrumental in providing economic relief to businesses and other organizations due to the impact of the COVID-19 pandemic. At the end of the PPP program, in partnership with SBA lenders, the agency was able to approve nearly 25,000 PPP loans in New Hampshire for over \$2.5B in funding. Through the SBA's EIDL program, over 11,200 NH small businesses and non-profits received fixed low-interest rate loans totaling over \$660MM for much needed operating capital. Delivering and guiding the small businesses and non-profits community through these programs along with other assistance being offered by the State and others was no easy task. SCORE, the Center for Women and Enterprise and the NH Small Business Development Center did incredible work with one-on-one advising, educating businesses with hundreds of timely webinars, and simply being there to help their clients through the maze. The SBA-NH staff effectively and efficiently facilitated these programs keeping our lending and resource partners informed as well as the small business community through consistent email updates, daily webinars, and working one-on-one to get individuals the guidance they needed. Everyone came together for the NH small business community, non-profit organizations and faith-based institutions and that is something that doesn't happen on its own. In addition to these disaster relief efforts, there were still many accomplishments this year as you will see highlighted in this report. On a personal note, Greta Johansson, retired in late March after serving 9 years as the District Director for the NH SBA Office and over 38 years with the Agency. We all wish her a happy and healthy retirement!

### Total 7(a), 504 and Microloans



- The top industries supported by our loan program were Construction, Accommodation/Food Service Industry, Professional/Scientific, and Retail.
- 60 different lenders participated in our regular loan programs.
- The average 7 (a) loan size was \$221M and 58% of all loans were under \$150M.
- The 504 loan size ranged from \$46M to over \$3MM.
- The 7(a) loan size ranged from \$6M to over \$2MM.
- Collectively there were a total of 118 loans for a total of \$31.9MM to underserved communities, with 22 loans for \$6.9MM to veteran owned businesses, 62 loans for \$15.6MM to women owned businesses, and 34 loans for \$9.4MM to small disadvantaged owned businesses.
- The SBA State Trade Expansion Program (STEP) Grant NH's Office of International Commerce awarded 33 clients 45 sub grants for over \$198 million.



# SBA's Resource Partners Served 15,561 Clients Through Business Advising and Training

## SCORE

7,500  
Clients

**SCORE** provides free business mentoring and advice to new and existing business owners. SCORE NH conducted 3,300 mentoring sessions with 1,700 clients and conducted 163 in-person training sessions with 4,900 attendees and an additional 19 online session with another 900 attendees. This was an increase by over 47% in their mentoring and education services even during the COVID-19 pandemic. SCORE NH is made up of 200 volunteers and actively recruited 70 new members this year.

## SBDC

6,871  
Clients

**NH Small Business Development Center** (NH SBDC) is comprised of a team of 16 staff members with 11 business advisors servicing the different regions of the state. They provide one-on-one confidential advising services on a variety of topics such as marketing, regulatory compliance, technology development and international trade at no cost to NH enterprises. They offer an online e-Learning program with more than 20 e-courses. The NH SBDC provided 1,371 clients with advising (including 68 start-ups), conducted 228 training events with nearly 5,500 attendees, and supported \$702MM in sales and over 6,000 jobs. [www.NHSBDC.org](http://www.NHSBDC.org)

## WBC & VBOC

1,190  
Clients

**Center for Women & Enterprise** (CWE) delivers education & training programs on many business topics including start-up, financing, and marketing. They also offer one-on-one confidential business advising statewide. CWE NH served 503 clients (including 5 new business starts), conducted 49 training events with 629 attendees and supported 86 jobs and \$193m in capital infusion under their grant for the **Women's Business Center** (WBC). Under the **Veterans Business Outreach Center** (VBOC) grant, they served another 12 clients and conducted 6 events with 46 attendees in the state (this job was vacant for 6 months during this FY). <https://www.cweonline.org>



## ~ Government Contracting Highlights ~

**Nearly \$2.2B was awarded in federal contracts in NH  
including over 510 awards to individual small businesses**

**\*As of 12/9/2020**

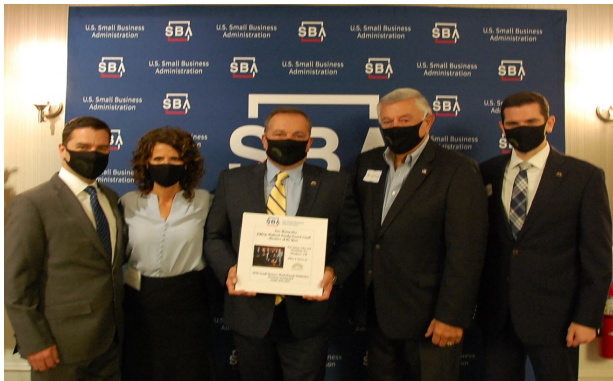
Government contracts are a tremendous financial opportunity for small businesses. The U.S. government is the largest customer in the world. It buys all types of products and services — in both large and small quantities — and it's required by law to consider buying from small businesses.

<b>Small Business:</b>	<b>\$528 million</b>
<b>Veteran Owned Firms:</b>	<b>\$130 million</b>
<b>Service Disabled Vets:</b>	<b>\$ 87 million</b>
<b>Women Owned Firms:</b>	<b>\$ 69 million</b>
<b>Small Disadvantaged Firms:</b>	<b>\$ 30 million</b>
<b>HUBZone Firms:</b>	<b>\$ 13 million</b>
<b>8(a) Firms:</b>	<b>\$ 16 million</b>

**\* Preliminary results—DOD Reporting data is delayed 90 days**

# 2020 Small Business Person of the Year and the Jeffrey Butland Family Owned Small Business of the Year!

## A.J. Letizio Sales & Marketing, Inc.



A.J. Letizio Sales & Marketing, Inc. was founded 31 years ago and is continuing a 5-generation family legacy in the food industry. The company started in 1988, from the home of Al and his wife, Patti, as a sales and marketing agency in the wholesale food industry serving the Eastern United States. The company grew to serve a portfolio of clients who are leading national and regional manufacturers of food, non-food items and disposable goods. Their customers include retail supermarket chains, independent retailers, convenience and club stores, and the foodservice sector including wholesale food distributors, hotels, restaurants, and institutional food users. By the beginning of 2000, the company grew to 10 employees and needed additional space. Al and Patti were introduced to the SBA for assistance in acquiring their first office building. With help from the SBA Certified Development Corp., Granite State Economic Development Corp., they purchased a 7,300 square foot office building in Windham with a SBA 504 loan. With the company's continued success, they were able to pay

off the SBA loan 10 years ahead of schedule. In 2015, the company had experienced further growth and needed additional space. They turned to Haverhill Bank and nominator, Dick Hanlon, for financing again through the SBA 504 loan program and Granite State Economic Development Corp. This new 20,000 sq.ft. facility was completed in the summer of 2019 and nearly tripled the size of their original facility.

Today the company manages sales of over \$2 million per day for its clients throughout its marketing area. From 1988 to present, the company has grown to nearly 100 employees, has customers in 17 states, and is the largest Windham, NH based private business. Just since 2015, company sales have grown by nearly 50%. A.J. Letizio Sales and Marketing, Inc. has become one of the most recognized names in the wholesale food industry.



The Annual Small Business Awards was held on October 20th at the Manchester Country Club in Bedford. The winners included A.J. Letizio Marketing and Sales, Port City Pretzels, National Flight Simulator, Granite State Commercial Real Estate, Hammar Art and Cultural Studio, Comptus, Merrimack Valley SCORE and Primary Bank.

### ~ Fund Innovations with the SBIR-STTR Program ~

Technology-focused small businesses looking to fund research and development or prototyping operations may qualify for federal grants from 11 federal agencies participating in the SBIR-STTR program.

#### SBIR – STTR Funding in 2019

SBIR Phase I Awards:  
SBIR Phase II Awards:  
**SBIR Total:**

50 Awards for \$5.8 million  
22 Awards for \$16.2 million  
**72 Awards for \$22 million**

STTR Phase I Awards:  
STTR Phase II Awards:  
**STTR Total:**

8 Awards for \$1.7 million  
2 Awards for \$2.3 million  
**10 Awards for \$4 million**

**SBIR/STTR Total:**

**82 Awards for \$26 million**

*FY 2020 impact is not fully reported yet, but preliminary results include 5 SBIR/STTR awards for \$2.8MM.*

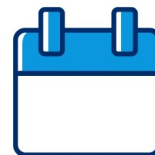
### ~ Funding by SBA licensed SBICs ~

2019 data reported 8 small businesses received 14 awards from licensed Small Business Investment Companies (SBIC) totaling \$25.3 million.

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## ~ 2020 Events ~



- **Monthly SOS Workshops** are held the first Thursday of every month highlighting the SBA Programs and Resources along with the Secretary of State's (SOS) QuickStart program.
- **Annual Lender Awards Breakfast & Emerging Leaders Graduation** was held on October 18th in Manchester. Eight NH entrepreneurs graduated from the NH's 4th Emerging Leaders Class and were recognized along with our 2019 Leading Lenders: Primary Bank, Regional Economic Dev. Corp, TD Bank, Granite State Development Corp., First Seacoast, St. Mary's Bank, and Cambridge Trust Company.
- **TREAT Center in Lebanon** won an SBA \$50k accelerator prize and was presented with a big check from Regional Administrator, Wendell Davis, on October 23rd.
- **Veterans Small Business Week (VSBW)** was recognized on November 4th with a visit to Veteran Owned Business,, National Flight Simulator in Manchester. Staff also hosted a Veteran -Small Business Roundtable in Newington, attended the Veteran Entrepreneurial Training & Resource Network (VETRN) graduation, and held our quarterly Boots to Business program in Newington that week.
- **Small Business Saturday** was promoted on November 30th in joint visits to small business in Milford and Amherst with Senator Shaheen. This is an annual event to support the #ShopSmall initiative.
- **Opportunity Zone Roundtables & Federal Resource Fairs** were held on 12/10 in Newport, 2/12 in Derry, and 2/19 in Rochester with over 12 different federal agencies and small business resources participating. Over 80 small businesses participated.
- **Boots to Business** for veterans and spouses were held on Dec. 11/12, April 22/23, and Aug. 25/26 in collaboration with the Maine District Office and a great group of presenters from our partners and other local resources.
- **SBA/NHSBDC/NHPTAC Government Contracting Matchmaker** event was held on December 6th in Manchester. It was a full day event that included one-on-one matchmaking for 260 small businesses with 30 reps from federal agencies/prime contractors and 12 small business resources. Senator Hassan's remarks opened the event which also included breakout sessions on Cyber Security, Goldman Sachs 10k SB Program, and Bonding & Financing Gov't Contracts.
- **Small Business Investment Companies Lender and Investor Forum (SBIC)** was held Feb. 27th at the Grappone Center in Concord. The focus was the SBA's Small Business Investment Company (SBIC) program and a discussion on Opportunity Zones and their potential impact in New Hampshire. Presenting to a group of 15 attendees were Samuel J. Boyd, Jr, SBA SBIC Director of Program Development, David. E. Tille, HUD Regional Administrator, and SBA Regional Administrator, Wendell Davis.
- **March 'Small Business Madness'** highlighted the month of March with a calendar full of events in collaboration with our resource partners CWE, NH SBDC, and SCORE.
- **Virtual Updates** were delivered by the staff daily on the disaster recovery programs from March—June and continue with updates on SBA programs and resources weekly on Wednesday mornings.



Government Contracting Matchmaker—December 6th



Small Business Saturday—November 30th



November 4th visit to National Flight Simulator in Man-



Tuesday Talks'  
with host  
Tuesday Belanger